SYSTEM: Ombudsman Case Tracking System
SCRIPT NAME: System Integration Test Script
TEST: **Error Checking**

Scope:

The OCTS 2.0 application provides the SFA Ombudsman the ability to record information gained during contacts with customers, partners and third parties for the purpose of resolving request for assistance from customer. This test case validates the tasks associated with opening a new case as a result of a contact activity. The following contact scenarios will be executed:

- Error messages for required fields
- Error messages produced by VB code

The information captured during interactions with contacts and subsequently entered into OCTS 2.0 will be determined by the type of Scenario encountered. For example, If this is the first contact with a customer, partner, or third party, contact information must be collected, the data necessary to create a new account may will be collected.

Testing for this OCTS Activity will involve staging two types of contact.

- Customer Contact
- Third Party Contact

These contacts will be associated with an appropriate account. A case will be generated for the customer contacts, and partner contacts will be associated with the customer case.

The result of this scenario's successful completion will be a creation of Contact Record, Account Record, and Case Record.

Exclusions/
Limitations:

- SIT/SAT does not have the capability of performing a stress test on the OCTS 2.0 program. The number of transactions staged for SIT/SAT conditions will represent only a small fraction of the production-size data.

Control:

<u>Testing Site:</u> Testing will take place at the ROB-3 site. The On-site Test Lead will:

- facilitate the test execution,
- collect change requests from the Users executing the test,

- enter the change control requests in to the MS Access System Investigation Request Tool,
- assign a priority level to each request,
- coordinate modifications with the the development team,
- and coordinate regression testing with the User Test Team.

Conditions:

- Error messages for required fields
- Error messages produced by VB code

Operations:

Input data will be staged using a Microsoft Excel Tool. After logging on to the Siebel test region, the tester will manually enter the staged data utilizing the following methods:

- The tester will navigate through the OCTS 2.0 screens in order to enter the data in the appropriate areas.
- The tester will utilize the SmartScript Business Component in order to enter data.

Results:

The test team will review results on-line.

Inputs:

The following excell files contain the test data:

Excel Spreadsheet -- OCTS User Test
Case 1 Information

Outputs:

The output will be stored in the Test Database.

Test Schedule:

Procedures/Script:

Scenario 1: Error Messages for Required Fields - Case

INIT	STEP	ACTION / INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECED RESULT
	1	Logon to OCTS 2.0 using proper ID and password	Successful logon	
	2	Navigate to the Cases Screen, All Cases View	The view “All Cases” is visible. In the top half of the view a list applet detailing cases is visible. When first entering this view, the top record in this list applet is selected (has a > cursor on the left most column). In the bottom half of the view a form applet detailing the information for the Case selected in the list applet is visible. The New, Copy, Cancel, and Assign buttons are enabled. The Delete button is not enabled.	
	3	Click the New button on the form applet at the bottom of the screen.	The Case number is automatically populated, the Intake Person field defaults to your user name, the Status field defaults to “Open,” the Sub-Status field defaults to “Unassigned,” the Date Received field defaults to today’s date and the current time. All other fields are blank. The cursor is in the Original Issue Summary field.	
	4	Click on another record in the list applet at the top of the screen.	An error message that ‘Original Issue Summary’ is required is displayed.	
	5	Click Ok on the message box. Enter a value for ‘Original Issue Summary.’	The value is displayed in the appropriate field.	
	6	Click on another record in the list applet at the top of the screen.	An error message that ‘Original Issue Category’ is required is displayed.	

	7	Click Ok on the message box. Enter a value for 'Original Issue Category.'	The value is displayed in the appropriate field.	
	8	Click on another record in the list applet at the top of the screen.	An error message that 'Account' is required is displayed.	
	9	Click Ok on the message box. Enter a value for 'Account.'	The value is displayed in the appropriate field.	
	10	Delete the value in the 'Last Name' and 'First Name' fields.	The appropriate fields are blank.	
	11	Click on another record in the list applet at the top of the screen.	An error message that 'Original Issue Sub Category' is required is displayed.	
	12	Click Ok on the message box. Enter a value for 'Original Issue Sub Category.'	The value is displayed in the appropriate field.	
	13	Click on another record in the list applet at the top of the screen.	An error message that 'Last Name' is required is displayed.	
	14	Click Ok on the message box. Enter a value for 'Last Name.'	The value is displayed in the appropriate field. 'First Name' and 'Home Phone' are populated.	
	15	Click on another record in the list applet at the top of the screen.	An error message that 'Servicing Agency' is required is displayed.	
	16	Click Ok on the message box. Enter a value for 'Svc Agency.'	The value is displayed in the appropriate field.	
	17	Click on another record in the list applet at the top of the screen.	An error message that 'Loan Status' is required is displayed.	
	18	Click Ok on the message box. Enter a value for 'Loan Status.'	The value is displayed in the appropriate field.	
	19	Click on another record in the list applet at the top of the screen.	An error message that 'Loan Type' is required is displayed.	
	20	Click Ok on the message box. Enter a value for 'Loan Type.'	The value is displayed in the appropriate field.	
	21	Delete the values from 'Status' and 'Sub-Status' fields.	The appropriate fields are blank.	
	22	Click on another record in the list applet at the top of the	An error message that 'Sub-Status' is required is	

		screen.	displayed.	
	22	Click Ok on the message box. Enter a value for ‘Sub-Status.’	The value is displayed in the appropriate field.	
	23	Click on another record in the list applet at the top of the screen.	An error message that ‘Status’ is required is displayed.	
	24	Click Ok on the message box. Enter a value for ‘Status.’	The value is displayed in the appropriate field.	
	25	Click on another record in the list applet at the top of the screen.	The red arrow moves to the chosen record with no error messages.	

Procedures/Script:

Scenario 2: Error Messages for Required Fields - Account

INIT	STEP	ACTION / INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECED RESULT
	1	Logon to OCTS 2.0 using proper ID and password	Successful logon	
	2	Navigate to the Accounts Screen, All Accounts View	The view "All Accounts" is visible. In the top half of the view a list applet detailing accounts is visible. When first entering this view, the top record in this list applet is selected (has a > cursor on the left most column). In the bottom half of the view a form applet detailing the information for the account selected in the list applet is visible. The New, Copy, Cancel, and Assign buttons are enabled. The Delete button may be enabled.	
	3	Click the New button on the form applet at the bottom of the screen.	A blank account record is opened.	
	4	Click on another record in the list applet at the top of the screen.	An error message that 'Account' is required is displayed.	
	5	Click Ok on the message box. Enter a value for 'Account.'	The value is displayed in the appropriate field.	
	6	Click on another record in the list applet at the top of the screen.	An error message that 'Contact Method' is required is displayed.	
	7	Click Ok on the message box. Enter 'None' for 'Contact Method'	The value is displayed in the appropriate field.	
	8	Click on another record in the list applet at the top of the screen.	The red arrow moves to the chosen record with no error messages.	
	9	Click back on the record you just created.	The correct record data is displayed.	
	10	Change the number in the account field to be 8 digits	The account number is 8 digits long.	

		long.		
	11	In the ‘Account Type’ field, choose ‘Customer.’	The value is displayed in the appropriate field. The ‘Reminders’ field has a message saying the account length is invalid.	
	12	Go back to the ‘Account’ field and add one more digit. Tab to the next field.	The value is displayed in the appropriate field. The ‘Reminders’ field is blank.	
	13	Click in the ‘1st Email’ field. Enter ‘www’ as the value and tab to the next field.	The value is displayed in the appropriate field. The ‘Reminders’ field has a message saying the URL format is incorrect.	
	14	Delete the value you entered in the ‘1st Email’ field. Click in the ‘Contact Method’ field.	The cursor is in the appropriate field.	
	15	Click on the arrow and choose ‘Home Phone’ from the list.	The value is displayed in the appropriate field. The ‘Reminders’ field has a message saying that a home phone number must be entered.	
	16	Click on the arrow and choose ‘Work Phone’ from the list.	The value is displayed in the appropriate field. The ‘Reminders’ field has a message saying that a work phone number must be entered.	
	17	Click on the arrow and choose ‘Mobile Phone’ from the list.	The value is displayed in the appropriate field. The ‘Reminders’ field has a message saying that a mobile phone number must be entered.	
	18	Click on the arrow and choose ‘1st Email’ from the list.	The value is displayed in the appropriate field. The ‘Reminders’ field has a message saying that a home phone number must be entered.	
	19	Enter a number in the ‘Home’ phone number field. Click back in the ‘Contact Method’ field.	The value is displayed in the appropriate field. The ‘Reminders’ field has a message saying that a 1st Email must be entered.	

	20	Delete the value you entered in the 'Home phone number' field. Click in the 'Contact Method' field.	The cursor is in the appropriate field.	
	21	Click on the arrow and choose '2nd Email' from the list.	The value is displayed in the appropriate field. The 'Reminders' field has a message saying that a home phone number must be entered.	
	22	Enter a number in the 'Home' phone number field. Click back in the 'Contact Method' field.	The value is displayed in the appropriate field. The 'Reminders' field has a message saying that a 2nd Email must be entered.	
	23	Click on the arrow and choose 'Mail' from the list.	The value is displayed in the appropriate field. The 'Reminders' field has a message saying that a complete mailing address must be entered.	
	24	Click in the 'Address' field and enter a value. Tab to the next field.	The value is displayed in the appropriate field. The 'Reminders' field has a message saying that a complete mailing address must be entered.	
	25	Click in the 'City' field and enter a value. Tab to the next field.	The value is displayed in the appropriate field. The 'Reminders' field has a message saying that a complete mailing address must be entered.	
	26	Click in the 'State' field and enter a value. Tab to the next field.	The value is displayed in the appropriate field. The 'Reminders' field has a message saying that a complete mailing address must be entered.	
	27	Click in the 'Zip' field and enter a value. Tab to the next field.	The value is displayed in the appropriate field. The 'Reminders' field has a message saying that a complete mailing address must be entered.	
	28	Click in the 'Country' field	The value is displayed in the	

		and enter a value. Tab to the next field.	appropriate field. The 'Reminders' field is blank.	

Procedures/Script:

Scenario 3: Error Messages for Required Fields - Activity

INIT	STEP	ACTION / INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECED RESULT
	1	Logon to OCTS 2.0 using proper ID and password	Successful logon	
	2	Navigate to the Activities Screen, All Activities View	The view "All Activities" is visible. In the top half of the view a list applet detailing activities is visible. When first entering this view, the top record in this list applet is selected (has a > cursor on the left most column). In the bottom half of the view a form applet detailing the information for the Activity selected in the list applet is visible. The New, Copy, Cancel, and Assign buttons are enabled. The Delete button may be enabled.	
	3	Click the New button on the form applet at the bottom of the screen.	The 'Assigned To' field is populated with your id. 'Planned Start' and 'Actual Start' are populated with the current date and time. 'Due' is populated with the current date.	
	4	Click on another record in the list applet at the top of the screen.	An error message that 'Description' is required is displayed.	
	5	Click Ok on the message box. Enter a value for Description.'	The value is displayed in the appropriate field.	
	6	Click on another record in the list applet at the top of the screen.	An error message that 'Type' is required is displayed.	
	7	Click Ok on the message box. Enter a value for 'Activity Type.' In the 'Assigned To' field, delete the value.	The values are displayed in the appropriate fields.	
	8	Click on another record in the	An error message that	

		list applet at the top of the screen.	‘Assigned To’ is required is displayed.	
	9	Click Ok on the message box. Enter a value for ‘Assigned To.’	The value is displayed in the appropriate field.	
	10	Click on another record in the list applet at the top of the screen.	The red arrow moves to the chosen record with no error messages.	

Procedures/Script:

Scenario 4: Error Messages for Required Fields - Contact

INIT	STEP	ACTION / INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECED RESULT
	1	Logon to OCTS 2.0 using proper ID and password	Successful logon	
	2	Navigate to the Contacts Screen, All Contacts View	The view “All Contacts” is visible. In the top half of the view a list applet detailing contacts is visible. When first entering this view, the top record in this list applet is selected (has a > cursor on the left most column). In the bottom half of the view a form applet detailing the information for the contact selected in the list applet is visible. The New, Copy, Cancel, and Assign buttons are enabled. The Delete button is not enabled.	
	3	Click the New button on the form applet at the bottom of the screen.	A blank contact record is opened.	
	4	Click on another record in the list applet at the top of the screen.	An error message that ‘Last Name’ is required is displayed.	
	5	Click Ok on the message box. Enter a value for ‘Last Name.’	The value is displayed in the appropriate field.	
	6	Click on another record in the list applet at the top of the screen.	An error message that ‘First Name’ is required is displayed.	
	7	Click Ok on the message box. Enter a value for ‘First Name.’	The values are displayed in the appropriate fields.	
	8	Click on another record in the list applet at the top of the screen.	An error message that ‘Contact Method’ is required is displayed.	
	9	Click Ok on the message box. Enter a value for ‘Contact Method.’	The value is displayed in the appropriate field.	
	10	Click on another record in the	An error message that	

		list applet at the top of the screen.	‘Relationship / Title’ is required is displayed.	
	11	Click Ok on the message box. Enter a value for ‘Relationship / Title.’	The value is displayed in the appropriate field.	
	12	Click on another record in the list applet at the top of the screen.	The red arrow moves to the chosen record with no error messages.	

Procedures/Script:

Scenario 5: Error Messages for Required Fields - Issue

INIT	STEP	ACTION / INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECED RESULT
	1	Logon to OCTS 2.0 using proper ID and password	Successful logon	
	2	Navigate to the Issues Screen, All Issues View	The view "All Issues" is visible. In the top half of the view a list applet detailing issues is visible. When first entering this view, the top record in this list applet is selected (has a > cursor on the left most column). In the bottom half of the view a form applet detailing the information for the issue selected in the list applet is visible.	
	3	Right click in the form applet and choose New Record.	A blank issue record is opened. 'Issue #' is automatically populated. 'Intake' is populated with your id. 'Status' is set to 'Open' and the 'Date Received' field has the current date and time.	
	4	Click on another record in the list applet at the top of the screen.	An error message that 'Sub-Status' is required is displayed.	
	5	Click Ok on the message box. Enter a value for 'Sub-Status.'	The value is displayed in the appropriate field.	
	6	Click on another record in the list applet at the top of the screen.	An error message that 'Issue Sub Category' is required is displayed.	
	7	Click Ok on the message box. Enter a value for 'Issue Category.'	The values are displayed in the appropriate fields.	
	8	Click on another record in the list applet at the top of the screen.	An error message that 'Issue Sub Category' is required is displayed.	
	9	Click Ok on the message box. Enter a value for 'Issue Sub	The value is displayed in the appropriate field.	

		Category.'		
	10	Delete the value in the 'Status' field.	The 'Status' field is blank.	
	11	Click on another record in the list applet at the top of the screen.	An error message that 'Status' is required is displayed.	
	12	Click Ok on the message box. Enter a value for 'Status.'	The value is displayed in the appropriate field.	
	13	Click on another record in the list applet at the top of the screen.	The red arrow moves to the chosen record with no error messages.	

Procedures/Script:

Scenario 6: Error Messages for Required Fields – Results

INIT	STEP	ACTION / INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECED RESULT
	1	Logon to OCTS 2.0 using proper ID and password	Successful logon	
	2	Navigate to the Results Screen, All Results View	The view "All Results" is visible. In the top half of the view a list applet detailing issues is visible. When first entering this view, the top record in this list applet is selected (has a > cursor on the left most column). In the bottom half of the view a form applet detailing the information for the issue selected in the list applet is visible.	
	3	Right click in the form applet and choose New Record.	A blank results record is opened.	
	4	Click on another record in the list applet at the top of the screen.	An error message that 'Name' is required is displayed.	
	5	Click Ok on the message box. Enter a value for 'Name.'	The value is displayed in the appropriate field.	
	6	Click on another record in the list applet at the top of the screen.	The red arrow moves to the chosen record with no error messages.	

Procedures/Script:

Scenario 7: Error Messages for Required Fields – Results Search

INIT	STEP	ACTION / INPUT	EXPECTED RESULT	ACTUAL MEETS EXPECED RESULT
	1	Logon to OCTS 2.0 using proper ID and password	Successful logon	
	2	Navigate to the Cases Screen, All Cases View	The view "All Cases" is visible. In the top half of the view a list applet detailing cases is visible. When first entering this view, the top record in this list applet is selected (has a > cursor on the left most column). In the bottom half of the view a form applet detailing the information for the case selected in the list applet is visible.	
	3	Highlight a case that has a status of "Open." Click on the Results Search view on the view bar.	The view "Results Search" is visible. In the top half of the view a form applet detailing the information for the case selected in the previous view is visible. The bottom half has a form applet detailing the results for that case.	
	4	Click on the toggle button at the bottom of the screen.	The list applet is displayed.	
	5	Right click in the list applet and choose New Record.	The results box is opened.	
	6	Highlight a result from the list and click on Pick.	The results box is closed. The chosen result's details are listed.	
	7	Delete the values in "Category" and "Sub-Category."	The fields are blank.	
	8	Click on another record in the list applet at the top of the screen.	An error message that 'Category' is required is displayed.	
	9	Click Ok on the message box. Enter a value for 'Category.'	The value is displayed in the appropriate field.	
	10	Click on another record in the	An error message that 'Sub-	

		list applet at the top of the screen.	Category' is required is displayed.	
	11	Click Ok on the message box. Enter a value for 'Sub-Category.'	The value is displayed in the appropriate field.	
	12	Click on another record in the list applet at the top of the screen.	The red arrow moves to the chosen record with no error messages.	